



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Gallatin River Communications L.L.C.**  
**d/b/a CenturyLink GRC**  
**for quarter ending September 30, 2006**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.80	5.50	4.70	5.33
B. Operator Answer Time - Information [730.510(a)(1)]	5.04	3.88	4.07	4.33
C. Repair Office Answer Time [730.510(b)(1)]	29.00	15.00	17.00	20.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	91.00 *	37.00	33.00	53.67
E. Percent of Service Installations [730.540(a)]	99.69%	99.46%	99.58%	99.58%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.75%	99.35%	100.00%	99.03%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.13	2.05	1.44	1.87
H. Percent Repeat Trouble Reports [730.545(c)]	9.24%	11.13%	8.49%	9.62%
I. Percent of Installation Trouble Reports [730.545(f)]	1.38%	1.45%	1.63%	1.49%
J. Missed Repair Appointments [730.545(h)]	1	0	1	1
K. Missed Installation Appointments [730.540(d)]	0	1	1	1

**Comments**



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